SAMPLING INSTRUCTIONS

COMMUNITY MENTAL HEALTH

SURVEY 2018

Last updated: 06 March 2018

Adherence to the procedures outlined in this document

It is extremely important to follow the instructions in this manual carefully.

The Section 251 approval for this project provides a legal basis for trusts to share names and addresses with approved contractors, for the purpose of sending out questionnaires. **NHS trusts must not send patient identifiable data, such as service user's names and/or addresses to the Survey Coordination Centre**. Any breach of the conditions will be reported to the CQC and the Confidentiality Advisory Group at the Health Research Authority.

It is also not permissible to offer financial inducements or lottery prizes to respondents. Similarly, we do not recommend producing versions of the questionnaire translated into other languages. The terms of the ethical approval do not permit these types of alteration. If trusts want to make any adjustments to the method or materials set out in this guidance, they will need to seek local research ethics approval, and check with the Survey Coordination Centre that the proposed alteration would not compromise data comparability.

CQC use patient survey data for performance monitoring, and the data are also used by NHS England and the Department of Health for Patient Experience Outcome Measures and the NHS Outcomes Framework. If the sampling guidance issued for the survey is not adhered to by a trust, it may be necessary to exclude their results from the survey. Lack of patient experience data will be flagged within CQC's performance monitoring tool (CQC Insight).

We request that all trust staff involved in drawing samples are made aware of the importance of checking previously written code and other historical arrangements, to minimise the risk of historic errors being repeated and the risk that your trust's survey results cannot be used.

Updates

Before you start work on your survey, check that you have the **latest version** of this document (the date of the last update is on the front page). This document is available from the Survey Coordination Centre website: http://nhssurveys.org/surveys/1164

> Sampling will need to be carried out by a member of staff at the NHS Trust – very often a colleague in the trust's Informatics Team. The sample will normally be drawn from the Patient Administration System (PAS).
>
> Trusts need to allocate sufficient work time & resources to respond quickly to any sample queries raised by the Survey Coordination Centre and approved contractors (if using one). All queries must be resolved before mailings can proceed.
>
> Your sample may only be used for the purposes of distributing the 2018 Community Mental Health Survey and up to two reminder letters. Any additional use of the sample are not covered by the project's ethics approval. For example, it would not be appropriate to send additional reminder letters to people in the sample nor to contact them as a group either before or after the survey.
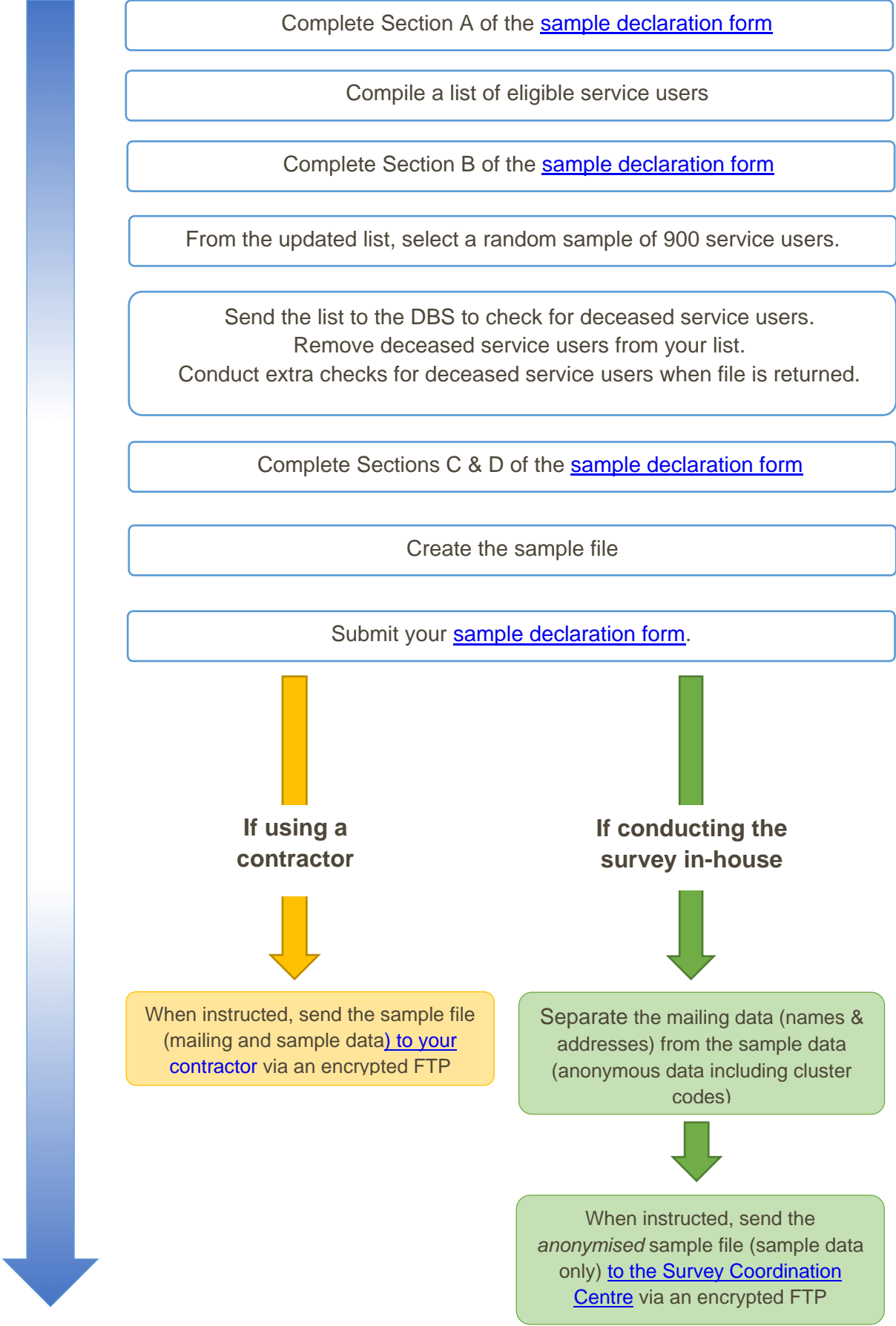
Did you know?

o Throughout this document, there are hyperlinks provided to direct you to detailed information on the topics covered in this handbook.

o If you are reading this on your computer, please click any of the blue underlined text for more information or visit the NHS Surveys website here: http://www.nhssurveys.org/usefullinks

o You can also find the Survey Handbook for this survey on our website http://nhssurveys.org/surveys/1165

o For detailed instructions and templates that are specific to the 2018 Community Mental Health Survey, please go to: http://www.nhssurveys.org/surveys/1114

o For definitions of terminology used in this document, please refer to our universal glossary for the NPSP.

1. How to draw a sample of service users

The flowchart on the next page shows the sequential steps that you must follow to draw your sample. Trusts are not permitted to submit any files to the Survey Coordination Centre with more than 850 records. If trusts do this, it will be considered a breach of the Section 251 approval for the survey, resulting in follow-up action being taken.

Complete Section A of the sample declaration form

Compile a list of eligible service users

Complete Section B of the sample declaration form

From the updated list, select a random sample of 900 service users.

Send the list to the DBS to check for deceased service users.
Remove deceased service users from your list.
Conduct extra checks for deceased service users when file is returned.

Complete Sections C & D of the sample declaration form

Create the sample file

Submit your sample declaration form.

If using a contractor

If conducting the survey in-house

When instructed, send the sample file (mailing and sample data) to your contractor via an encrypted FTP

Separate the mailing data (names & addresses) from the sample data (anonymous data including cluster codes)

When instructed, send the *anonymised* sample file (sample data only) to the Survey Coordination Centre via an encrypted FTP

2. Eligibility criteria for service users in your sample

The sample for this survey is selected from all service users, aged 18 and above seen by your trust including those on the Care Programme Approach (CPA) and those not on the CPA but receiving specialist care or treatment for a mental health condition. Details on the sampling period and who should be included and excluded are set out below.

- o If your trust does not already have all service users on one electronic list, you will need to combine all the separate lists so that you have one single complete list.

- o If some service users' details are not held electronically, it will be necessary to type in their details, so that all service users' details are held electronically.

- o If you do not have an adequate list of service users or if you do not have adequate information on date of last contact please contact the Coordination Centre.

Complete Section A of the Sample Declaration Form

Before applying the eligibility criteria, Section A of the Sample Declaration Form should be completed. In the first box, you should record the number of active and current service users, aged 18 and over, who are accessing mental health services at your trust. The figure should be based on the number of active and current service users known to your trust **at the point of drawing your sample.**

Before you begin drawing your list of eligible service users, complete Section A in the Sample Figures tab of the Sample Declaration Form

In the second box, state the total number of service users who have dissented from the sharing of their details for any purpose other than their clinical care or who have dissented from taking part in the survey specifically should be entered. The total number of service users at your trust aged 18 and above (the first box) minus the number of dissenters (second box) should be entered in the third box of Section A.

Compile a full list of service users

Compile a full list of all service users:

- o Include all service users aged 18 and over at the time of drawing the sample
- o Include all service users seen between 1st September and 30th November 2017

- o Include all teams within your trust providing specialist mental health services to service users eligible to receive this survey
- o Remove any duplicated names

Who to include

All service users (aged 18 and above) who were seen by someone at your trust between 1st September and 30th November 2017. These are people who:

a) Had at least one face-to-face contact* during the sampling period (this could include an initial assessment)

AND

b) Had at least one other contact (face-to-face, phone or email) either before, during or after the sampling period.

*By contact, we mean an attendance/appointment where a service user would have received care/treatment/assessment. For example, we would not expect to include occasions where service users simply called the trust to query details about forthcoming appointments.

Anyone (whether or not they are on the CPA) who used any of the following services at your trust should be included:

- o Outpatients services
- o Day therapies services
- o Adult services
- o Services for older people
- o Crisis teams
- o Complex needs services
- o Assertive outreach teams
- o Early intervention and short-term intervention teams
- o Recovery teams
- o Home treatment teams
- o Rehabilitation support teams
- o Memory clinics
- o Service users with dementia
- o Child and Adolescent Mental Health Services (CAMHS) – only service users who are 18 years of age or over on the date the sample is drawn

Include people who used these services between 1st September and 30th November 2017 **even if they have subsequently been discharged from these services**

Who to exclude

From your list of service users, the following service users should be removed:

- Any duplicate service users, or any alias names where the person's real name is already included in the list.
- Anyone seen only once ever for an assessment (for example, those who were seen by a duty worker or a psychiatrist for a single assessment)
- Anyone seen for assessment only through a liaison service, even if they were seen more than once[1]
- Anyone primarily receiving care in the following mental health services:
    - Drug & alcohol
    - Learning disability
    - Specialist forensic
    - Psychological treatments from Improving Access to Psychological Therapies (IAPT)
    - Chronic fatigue/ME
    - Psychosexual medicine (sexual dysfunction)
    - Gender identity
- Service users who are under 18 years of age on the date the sample is drawn
- Service users who are known to have died
- Service users who are known to be current inpatients at the time of drawing the sample
    - Note: any service user who is not a current inpatient but has previously been an inpatient at the trust should be included
- Service users who do not have a known UK address.
    - Remove a service user only if there is insufficient name or address information for the questionnaire to have a reasonable chance of being delivered. Do not exclude anyone simply because you do not have a postcode for them.
- Service users who have only been in contact via telephone or email, and have not been seen in person at all
- Service users who have asked that their details are not used for any purpose other than their clinical care, including requests made following sight of survey pre-publicity.

Safeguarding Concerns

In general, service users with safeguarding concerns should be included in your list, unless they meet any of the other exclusion criteria above. Service users should only be removed from the list of eligible service users in extreme circumstances, where the delivery of the questionnaire itself is likely to increase the risk of harm to the individual.

We would expect only a very small number of service users to be removed, if any. If you expect to remove more than a handful, please contact us first.

---

[1] Some trusts operate liaison services for assessing the mental health needs of inpatients receiving care for physical health issues. As details of these services may vary from trust to trust, please contact the Survey Coordination Centre if you are unsure whether some of your service users fall into this category.

# 3. After applying the inclusion and exclusion criteria

Once you have applied the inclusion and exclusion criteria to the service user list, complete Section B of the Sample Declaration Form.

It is likely that your initial list will include thousands of service users. From this list, you will take a random sample of 900 service users to send to for DBS checks however **your final sample should consist of 850 service users**. The additional 50 service users is to allow for the removal of some people following checks (for example, deceased service users will need to be removed following DBS checks).

> **Before** you randomly select 900 service users for DBS checks, complete **Section B** in the Sample Figures tab of the Sample Declaration Form
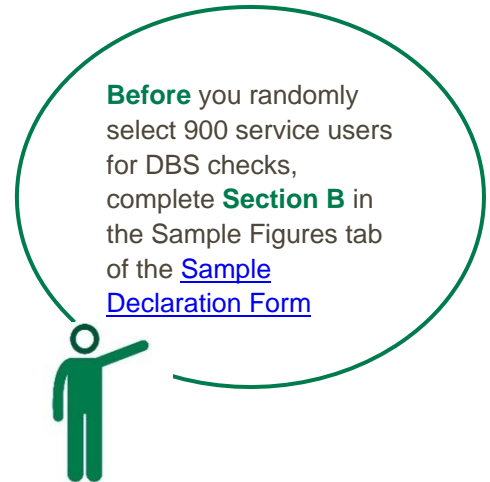
To randomly select 900 service users from your initial list:

1) Put the list of service users into a Microsoft Excel file:
   a. The first row of this file will be headings (such as Service User Record Number, name, year of birth, etc)
   b. The rows below will be one row per service user in your initial list.

2) Put the cursor in cell A1 and insert a blank column (In the 'Home' tab, click 'Insert', and from the drop down menu select 'Insert sheet Columns'). Give this column a heading: 'Random'.

3) In cell A2, type **=Rand()** See below an example of how this should look.
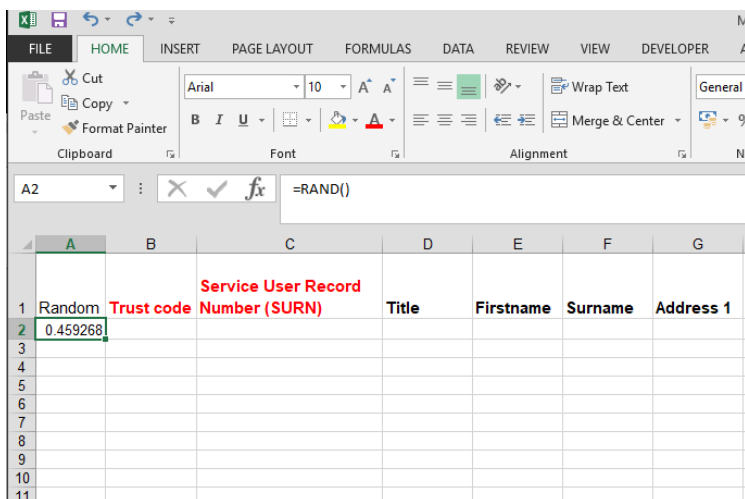
4) When you press Enter, a random number between 0 and 1 will be generated in that cell

5) Copy the formula **=Rand()** from Cell A2 to all the other cells in that column, so that each service user has a random number. To copy the formula, hover the cursor over the bottom right-hand corner of cell A2 so that the cursor becomes a black cross +, press and hold down the left mouse button and drag down column A.

6) You are now ready to sort the list of service users:

    a. Select all columns in your list, including the header row. The simplest way of ensuring this is to hold the 'Ctrl' key and press the key 'A' - this selects all cells in the worksheet.

    b. Once you have highlighted all the cells, click 'Sort & Filter' on the 'Home' tab and select 'Custom Sort'. Once the Sort dialogue box appears on the screen, ensure that <My data has Headers> is selected. Use the drop-down box under "Sort by" to select Random and click OK. An example of how this should look is below.
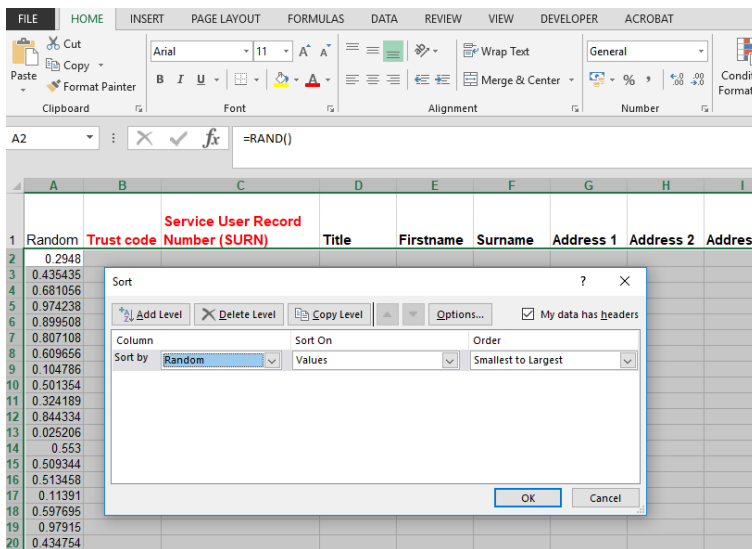
The random numbers will change after you sort them and they will look as if they are not sorted in any order. This is because they are sorted by the previous random numbers

7) Delete row 903 and onwards from your file, so that you only keep the header row and rows 2 to 902. This will leave a file containing a header row plus 900 rows of service user data.

4. Checks carried out by the trust

Once you have compiled your list of 900 service users, it is important to carry out the following checks *before* sending the list for checking by the Demographic Batch Service (DBS):

Duplications

Check that the same service user has not been included more than once. Where possible, link any alias names so that only one name per service user appears in the list.

Incomplete information

Check for any records with incomplete information on key fields (such as surname and full address) and remove those service users. However, do not exclude anyone simply because you do not have a postcode for them. Only remove service users if there is insufficient name or address information for the questionnaire to have a reasonable chance of being delivered. The more cases that are removed at this stage, the poorer the sample coverage and the greater the danger of bias.

Postal addresses

Exclude any addresses that are outside the UK. Service users whose address is in the British Islands (Isle of Man, the Channel Islands) are eligible. Equally, service users whose address is a military base, care home or prison establishment are also eligible.

Ages

Check that all service users were aged 18 and over on the date the sample was drawn. Also check that your sampled service users' ages cover the full range of expected ages (aged 18 and over).

Current inpatients

Check that none of the service users are known to be current inpatients in your trust or elsewhere, if possible. This is because we want to avoid sending a questionnaire to a service user who is still in hospital. A service user who used to be inpatient but has now been discharged should be included.

Deceased service users

Check that trust records do not have a record of a service user's death. The next section provides details on how to check for deceased service users.

Service user in sample period

Check that all service users were seen in the sample period of 1st September and 30th November 2017.
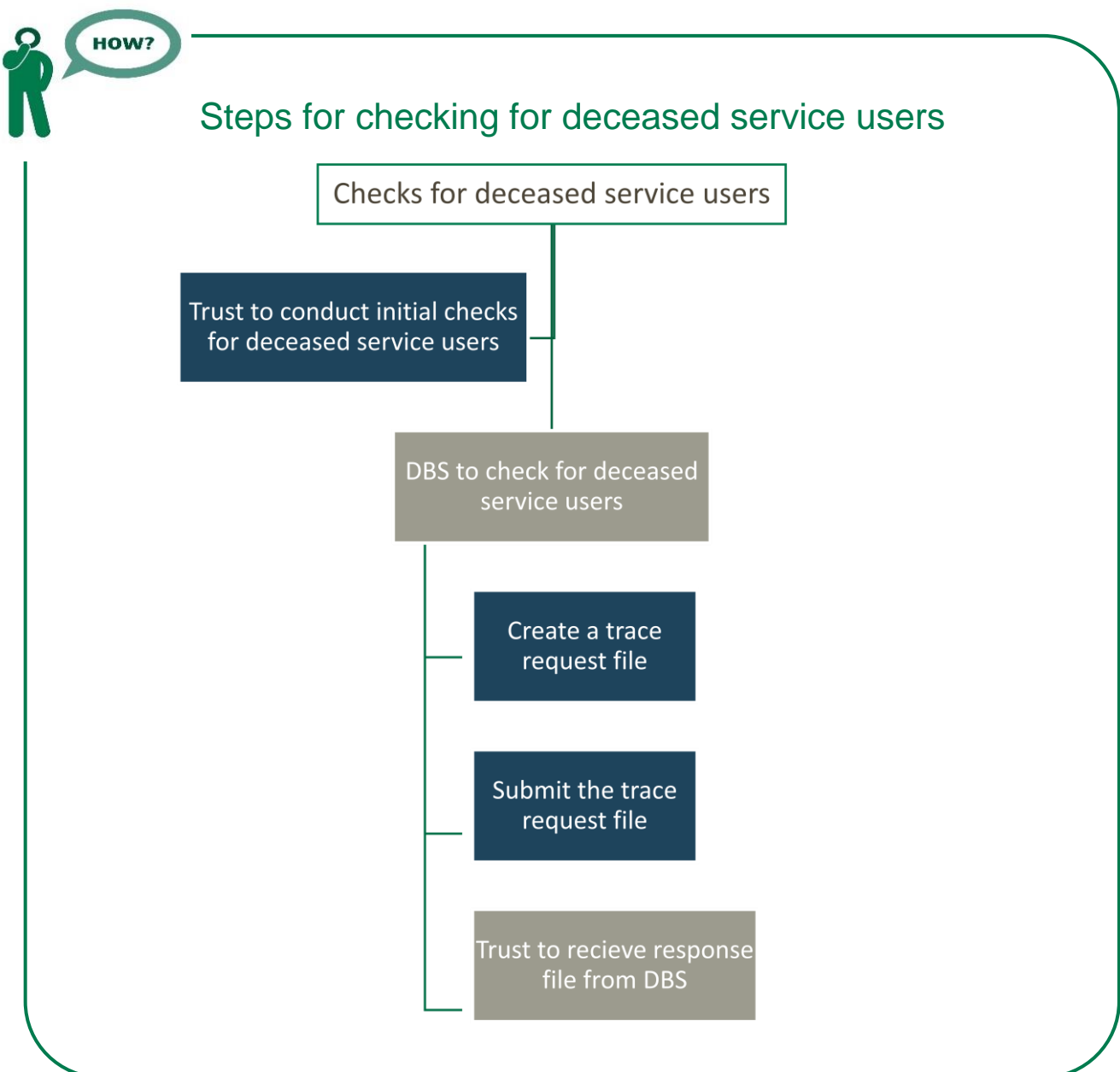
Dissent

Remove any service user known to have requested their details are not used for any purpose other than their clinical care, including requests made following sight of pre-survey publicity (you must ensure that you remove these service users from your sample list at this stage).

5. Submitting your service users list to the Demographics Batch Service (DBS)

Before sending out the questionnaires, you need to have your list of service users checked for any deaths by the DBS. **Before submitting your sample files to DBS for checking, ensure that you have removed the information relating to Mental Health Care Cluster.**

The DBS enables users to submit and receive an electronic file containing relevant service user records, using dedicated client software. The service user records in the file are matched against the NHS Spine Personal Demographics Service (PDS). The PDS does not hold any clinical or sensitive data such as ethnicity or religion.

HOW?

Steps for checking for deceased service users

Checks for deceased service users

Trust to conduct initial checks for deceased service users

DBS to check for deceased service users

Create a trace request file

Submit the trace request file

Trust to recieve response file from DBS

Create the trace request file

Using your list of service users, you need to create a batch trace request file to send to DBS. You should take advice from your local trust PAS team on the correct format to submit files. For each service user you will need to include as a minimum:

- o NHS number and full date of birth (yyyymmdd) – this is the recommended approach.

  OR

- o Surname, first name, gender, date of birth and postcode (can be wildcarded e.g. LS1*). The postcode is not mandatory but it will help avoid incorrect matches, but please do not include address lines.

Due to the way addresses are recorded throughout the NHS, it is very difficult to get an exact match on address lines. For this reason, **do not** include address lines in the trace request file.

Submitting the trace request file

DBS requires that request and response files are transferred using the dedicated DBS client software. The DBS client software should have already been installed on a server within your trust and most trusts use this on a routine basis. Please speak to a member of your IT department or PAS team if you do not know how to access and use the application. If your IT department cannot help, please contact the DBS implementation team at **demographics@nhs.net**.

If you have been set up to use DBS, then once you have created the request file, it should be placed in the client inbox. The DBS client will then send the file to the Spine and, if you are registered, you will receive an email to say that the file was received. The DBS processes the file overnight and it should be ready the following morning. You will be notified by email when the file has been processed.

During periods of high demand for DBS service, it may take 48 hours for your file to be returned!

The response file

The DBS will return a file with:

- o A header row
- o A response body. This will be in two parts:
- o The response containing all the data supplied in the request record, together with a trace outcome indicator. The main record is returned in all cases.
- o An additional response column, which is returned only when there is a single unique match. It is in this additional response column that service users found to be deceased will be indicated (by a letter 'D').
- o A Trailer row.

Tracing services are not infallible: even after your service user list has been checked for deaths, some people may die in the period between running the check and the questionnaire being delivered.

So you may find that some recently deceased service users remain in your sample. **You need to be prepared for this**.

Special sensitivity is required when dealing with telephone calls from bereaved relatives.

After you get the response file

The trace response file returned from DBS can be used to identify any service users who have died and therefore need to be removed from the sample file (see below). This will reduce the numbers in your sample list slightly. Please **do not exclude service users just because it was not possible for DBS to match them on their records**. If you did this, you would bias the sample.

I have more than 850 service users remaining on my list, what should I do?

When your list is returned by DBS, and you have removed all deceased service users, there should still be more than 850 service users in the list. You need to take a random sample of 850 service users from your DBS-checked list:

1) Put the DBS-checked list into a Microsoft Excel file:
    a. The first row of this file will be headings (such as Service User Record Number, name, year of birth, etc)
    b. The rows below will be one row per service user in your initial list.

2) Put the cursor in cell A1 and insert a blank column (In the 'Home' tab, click 'Insert', and from the drop down menu select 'Insert sheet Columns'). Give this column a heading: Random.

3) In cell A2, type **=Rand()**

4) When you press Enter, a random number between 0 and 1 will be generated in that cell

5) Copy the formula **=Rand()** from Cell A2 to all the other cells in that column, so that each service user has a random number. To copy the formula, hover the cursor over the bottom right-hand corner of cell A2 so that the cursor becomes a black cross +, press and hold down the left mouse button and drag down column A.

6) You are now ready to sort the list of service users:

11

c. Select all columns in your list, including the header row. The simplest way of ensuring this it to hold the Ctrl key and press the key 'A' - this selects all cells in the worksheet.

d. Once you have highlighted all the cells, click Data, then Sort. At the bottom of the Sort dialogue box which appears on the screen, ensure that <My data has Header row> is selected. At the top of that dialogue box, use the drop-down box under "Sort by" to select Random and click OK.

The random numbers will change after you sort them and they will look as if they are not sorted in any order. This is because they are sorted by the previous random numbers

7) Delete rows 853 and onwards from your file, so that you only keep the header row and rows 2 to 852. This will leave a file containing a header row plus 850 rows of service user data.

I have fewer than 850 service users remaining on my list, what should I do?

If your list has fewer than 850 service users after deceased service users have been removed, you need to contact us.

Do I need to do any additional checks following DBS checks?

Check your trust records for any further deaths prior to posting the second and third mailings. We strongly recommend that trusts conduct further DBS checks before the second and third mailing to avoid sending reminders to service users who have died between mailings.

If you are using a contractor… advise your contractor immediately if any service users in your sample die during the survey period.

Complete sections C & D of the declaration form

Once you have finalised your sample of 850 service users, please complete Sections C of the Sample Declaration Form to show the numbers by CPA status and your trust's definitions of CPA.

Then complete Section D, of the checklist. Only after this is complete should the person who drew the sample and the Caldicott Guardian sign the 'Declaration Agreement'.

The Sample Declaration Form can then be submitted.

After you finalise your sample of 850 service users, please complete **Sections C and D** in the Sample Figures tab of the Sample Declaration Form
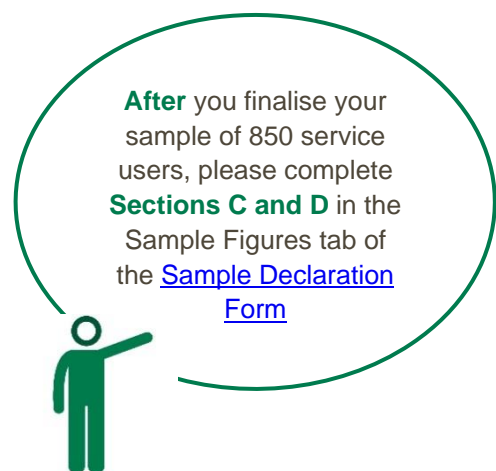
6. Create the sample file

Now you will enter all the information relating to your sample in the template Sample Construction Spreadsheet and save this file as **MH18_SampleFile_XXX** with XXX being your three letter trust code.

For trusts using a contractor, this file will be sent to your contractor with all data fields present. You do not need to remove names, addresses or care cluster data.

For in-house trusts:

1) Keep a record of which service users have not returned questionnaires, so that reminders can be sent to them.

2) Generate weekly monitoring form. These must be forwarded to the Survey Coordination Centre every Thursday from the first week of fieldwork until the closing date of the survey.

3) The anonymous data in this file (i.e. all the data except name and address information) will form part of the file that you will submit to the Survey Coordination Centre when the survey is completed.

Table 1 on the next page shows an example of the spreadsheet. Please use the Sample Construction Spreadsheet provided.

Table 1: Sample construction spreadsheet of service user details

Trust Code	Service User Record Number	Title	First name	Surname	Address1	Address5	Postcode	Year of Birth	Gender	Ethnic Category	Day of last contact	Month of last contact	Year of last contact	CPA Status	CCG Code	Care Cluster	Day of questionnaire being received	Month of questionnaire being received	Year of questionnaire being received	Outcome	Comments
RTV	MH18RTV0002	Mrs	AM	Abbott			AB1 1YZ	1971	2	A	2	09	2016	1	04J	20				3	
RTV	MH18RTV0015	Mr	EC	Ahmed			AB2 6XZ	1958	1	A	14	02	2016	3	04J	2	22	3	2017	1	
RTV	MH18RTV0745	Ms	K	Yoo			AB4 7MX	1987	2	M	21	10	2016	2	04M	99					
RTV	MH18RTV0898	Ms	F	Young			AB9 5ZX	1946	2	Z	30	09	2016	1	04J	5	6	4	2017	1	

Black headings: these columns contain information on service users' names, addresses and comments that may allow them to be identified.

Red italic headings: these columns should be completed during the sampling phase and will include data relating to service user's demographic and clinical data, their unique record number and your trust code.

Green italic headings: these columns will be completed throughout the fieldwork period and will include the date the questionnaire was returned or whether service users have deceased or opted out.

Information from trust records

The following information can be compiled using trust records:

- o **Title** (Mr, Mrs, Ms, etc.)
- o First name
- o Surname
- o Address Fields: This should be held as separate fields (e.g. street, area, town and county. You must use the most *current* address on your system
- o Postcode
- o **Year of Birth** should be included in the form NNNN. Only the year is necessary, do not include the day or month
- o **Gender** should be coded in numeric form: 1 = Male, 2 = Female and 9 = Not specified
- o **Ethnic Category** is required in order to evaluate non-response from different ethnic categories. The ethnicity of a person is specified by that person and should be coded using the [17 item alphabetical coding specified by the Health and Social Care Information Centre (HSCIC)](). Ethnic codes are as follows[1]:

  - o **White**
    - ▪ A   British
    - ▪ B   Irish
    - ▪ C   Any other White background
  - o **Mixed**
    - ▪ D   White and Black Caribbean
    - ▪ E   White and Black African
    - ▪ F   White and Asian
    - ▪ G   Any other mixed background
  - o **Asian or Asian British**
    - ▪ H   Indian
    - ▪ J   Pakistani
    - ▪ K   Bangladeshi
    - ▪ L   Any other Asian background
  - o **Black or Black British**
    - ▪ M   Caribbean
    - ▪ N   African
    - ▪ P   Any other Black background
  - o **Other Ethnic Groups**
    - ▪ R   Chinese
    - ▪ S   Any other ethnic group
    - ▪ Z   Not stated.

- o **Day of last contact** (1 or 2 digits; e.g. 7 or 26).*
- o **Month of last contact** (1 or 2 digits; e.g. March = 3 or October = 10)*
- o **Year of last contact** (4 digits; e.g. 2018)*
- o **CPA status** coded as:

---

[1] The code "Z" should only be used if the service user was asked for their ethnic category but refused to provide it. If this code is missing for any other reason, ethnic category should be left blank in the sample information.

* Date fields must be supplied in separate columns (day, month, and year).

- o 1=service user is registered on new CPA
- o 2=service user is not registered on new CPA
- o 3=service user CPA status unknown
- **o** Please use the current CPA status. If a service user has been discharged, indicate the CPA status at discharge.
- **o** **CCG code**: please provide the 3 character CCG code. This should be the CCG which will be billed for the care of the service user.
- **o** **Care Cluster Code**: Care Cluster Codes are also known as PbR currencies. They should be coded following the NHS Data Dictionary codes:
  - o 0 = Variance
  - o 1 = Common Mental Health Problems (Low Severity)
  - o 2 = Common Mental Health Problems (Low Severity with Greater Need)
  - o 3 = Non-Psychotic (Moderate Severity)
  - o 4 = Non-Psychotic (Severe)
  - o 5 = Non-Psychotic Disorders (Very Severe)
  - o 6 = Non-Psychotic Disorder of Over-Valued Ideas
  - o 7 = Enduring Non-Psychotic Disorders (High Disability)
  - o 8 = Non-Psychotic Chaotic and Challenging Disorders
  - o 10 = First Episode Psychosis
  - o 11 = Ongoing Recurrent Psychosis (Low Symptoms)
  - o 12 = Ongoing or Recurrent Psychosis (High Disability)
  - o 13 = Ongoing or Recurrent Psychosis (High Symptoms and Disability)
  - o 14 = Psychotic Crisis
  - o 15 = Severe Psychotic Depression
  - o 16 = Dual Diagnosis
  - o 17 = Psychosis and Affective Disorder (Difficult to Engage)
  - o 18 = Cognitive Impairment (Low Need)
  - o 19 = Cognitive Impairment or Dementia Complicated (Moderate Need)
  - o 20 = Cognitive Impairment or Dementia Complicated (High Need)
  - o 21 = Cognitive Impairment or Dementia Complicated (High Physical or Engagement Needs)
  - o 99 = No cluster assigned

Additional information

A number of additional pieces of information should also be entered into this spreadsheet:

Service user record number

This is a unique serial number which must be allocated to each service user **by the trust**. It should take the following format: **MH18XXXNNNN** where XXX is your trust's 3-digit trust code and NNNN is the 4-digit number.

Note that the unique four digit number will be any number from 0001-0900 as assigned pre-DBS checks (though you will have 850 records exactly in your sample). This record number will be included on address labels and questionnaires. Later, when questionnaires are returned (whether completed or not), these numbers will be able to be used to monitor which service users have returned their questionnaire and to identify any non-responders, who will need to be sent reminders.

Day of questionnaire being received

This will only be completed if and when a questionnaire is returned.

Month of questionnaire being received

This will only be completed if and when a questionnaire is returned.

Year of questionnaire being received

This will only be completed if and when a questionnaire is returned.

Outcome code

This will be used to record which questionnaires are returned to the freepost address, or are returned undelivered, or which service users opt out of the survey, etc. Please use the following codes:

1 = Returned useable questionnaire

2 = Returned undelivered by the mail service or service user moved house

3 = Service user died (identified after first mailing has gone out)

4 = Service user reported too ill to complete questionnaire, opted out or returned blank questionnaire

5 = Service user was not eligible to fill in questionnaire

6 = Questionnaire not returned (reason not known)

7 = Service user deceased prior to fieldwork.

The outcome column is left blank at first if the questionnaire has not been returned (in the example on Table 1 you can see that Ms Yoo has not yet returned her questionnaire).

Comments

In this column you can note any additional information that may be provided when someone calls the helpline – for example, to inform the trust that the respondent has died or is no longer living at this address.

If you are using a contractor…

You will submit **one sample file** to your contractor. In reference to Table 1 above, your sample file should **only** include data under the **black**, and *red-italic* headings.

The data under the *green-italic* headings will be completed by your contractor.

If you are conducting the survey in-house…

You will submit **one sample file** to the Survey Coordination Centre.

Your sample file should <u>not</u> include any identifiable information.

In reference to Table 1 above, your Sample File should **only** include data from under the *red-italic* headings

Remove the data under the **black** headings <u>before</u> submitting your file.

7. For in-house trusts only

At this point you should transfer the names, address and postcode for each service user in the sample to a new file – your 'mailing file'. The service user record number for each person in your 850 list must be copied to the new file, so that **the two datasets are connected using the unique record number**. It is essential to ensure this number is correctly applied to the two datasets, so that you can link them when necessary. Save this new file as **MH18_MailingData_XXX** were XXX is your Trust code. **Do not submit this file to the survey Coordination centre.**

You will use this file to:

1) Check for deceased service users prior to reminder mailings.

2) Cross-reference it with the sample file (**MH18_SampleFile_XXX**) to identify service users who will need to be sent reminders[1]

As this mailing file will only be used occasionally during the survey, we recommend you keep this file encrypted. For service user confidentiality reasons, you are asked **not to keep service user name and address details in the same file as their survey response data**. The mailing file should be destroyed when the survey is complete, along with all other files created for the survey (aside from the survey response file)

---

[1] The 'outcome' field in the sample file is used to record which questionnaires are returned completed, or are returned undelivered, or which service users opt out etc.